US Special Operations Command

SOF TELETRAINING SYSTEM

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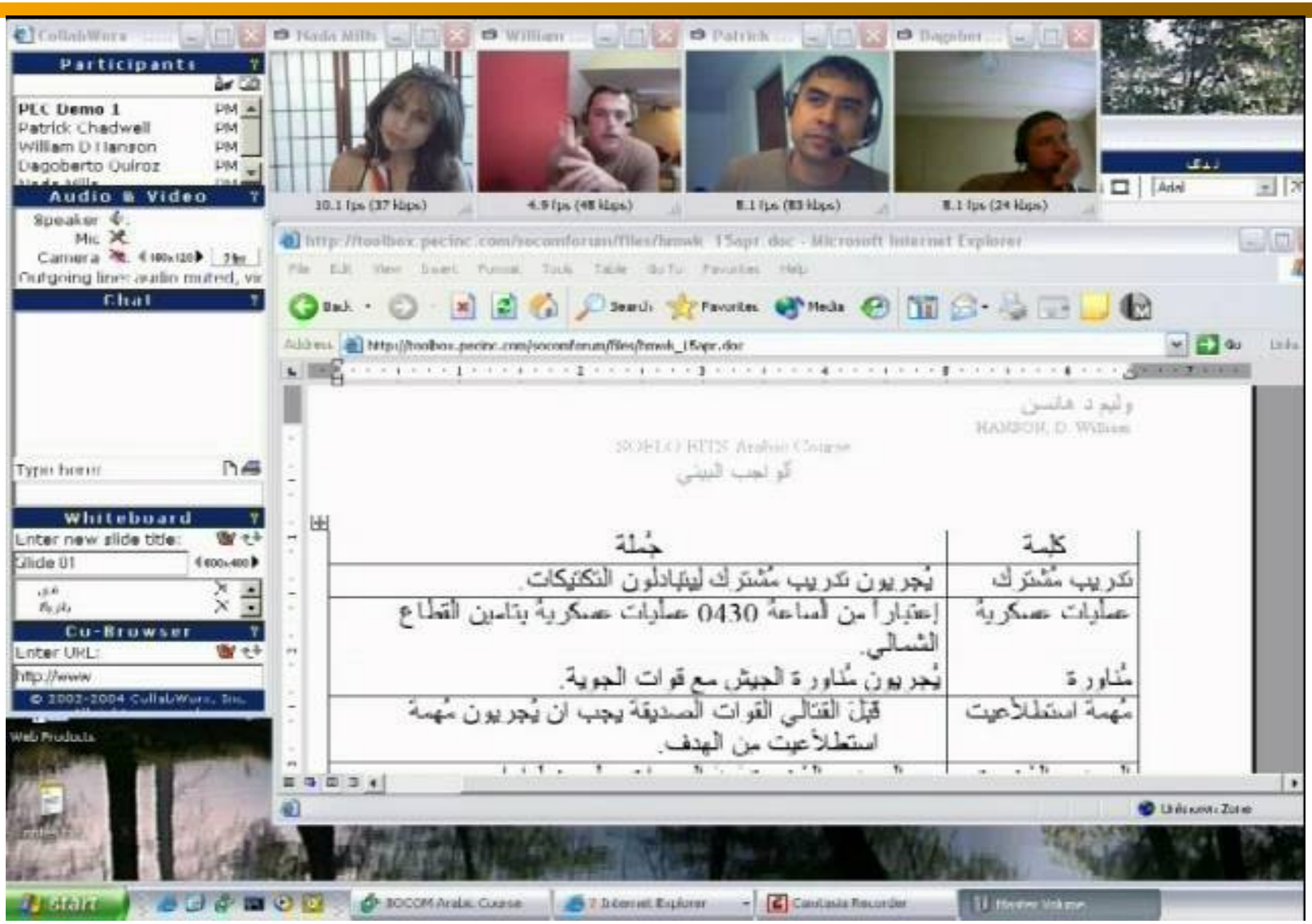
Date: 20 Mar 2007

The overall classification of this briefing is: UNCLASSIFIED

Agenda

- Definition
- History
- Classes
  - Arabic Pilot and Lessons Learned
  - Tagalog Pilot and Lessons Learned
  - Others
- The “Vision”

SOFTS Arabic 2004 Pilot Video



SOFTS and Complex Learning

- **Very much like a traditional classroom setting**
- **Enables real-time speaking, seeing, gesturing, and expressing among multiple users at multiple locations**
- **Facilitates interactivity**
  - **between teacher and students**
  - **between students and the learning environment**
  - **among students themselves**
- **Supports a wide range of group activities**
  - **Written demonstrations and exchanges via whiteboard and chat**
  - **Document exchange on server**
  - **Easily use internet content, e.g. SCOLA and TV4All (wwitv)**
  - **Only limited by connection: Cable Modem, DSL, Satellite, Wireless, Internet2**

SOFTS and Complex Learning

- **SOFTS is a web-based synchronous and asynchronous training system with a collaborative portal concept**
- **SOFTS uses PC video teleconferencing technology to create a virtual classroom**
  - **Teaching is done by a live instructor**
  - **SOF personnel participate from their homes or any location via the commercial Internet**
  - **Teaching is the same as a traditional classroom except the internet and computers "replace" the bricks-and-mortar**
  - **Integrated broadband learning environment, enabling self-study, real-time instructor and group collaboration**

System Components

- Network Operating Center
- Collaborative Working Environment
- Baseline User Computer Specs
  - Pentium 4 2.0 GHz (or better) CPU
  - 512MB RAM (or better)
  - USB Camera with CCD sensor
  - Network Interface Card (NIC)
  - Sound Card
  - External headset-style microphone/headphones
  - Digital writing pad with stylus (optional)
- User Bandwidth: broadband Internet
- Virtual School Administration

Who is Who and Why?

- **USSOCOM Special Operations Forces Language Office**
  - **LTC Jack Donnelly, SOKF-J7-SOF Language Office**
  - **Mr. Rich Bishop, SOAL-T**
- **PEC: the technology provider**
- **BIB: the instruction provide**
- **Why?**
  - **Never enough training time for joint SOF personnel**
  - **Reduce family separation**
  - **High quality training delivered to the student approaching "when and where" the student is able to train**
  - **Assemble and start a class sooner**
    - Tailor a class to the students' needs when the student base is wider
    - Easier access to low density language instructors
  - **Retain and use the best instructors regardless of where they go**

History: BITS → SOFTS

- **2000: NASA program in intended to create an "intelligent synthesis environment."**
- **2003-4: Broadband Intelligence Training System (BITS) provided for U.S. Army Intelligence Center by PEC, Inc.**
- **2004: DLI used BITS for language <u>sustainment</u> training**
- **2004: SOFLO: use BITS for language <u>initial acquisition</u> training**
  - **Simply another means of delivering training.**
  - **Uses a combination of technologies to replicate the classroom with face-to-face communication, the black board, TV feed, document sharing, etc.**

History: BITS → SOFTS

- **Two 4-man classes lasting 179-calendar days**
  - **MSA but, focus on speaking**
  - **PEC provided all technical services and hardware**
  - **BIB provided the instructors**
- **Goals:**
  - **Save travel and per diem money**
  - **Limit family separation before a deployment**
  - **Support SOF in remote locations, efficiently teaching a wide variety of languages for small detachments and individuals**
  - **Enable rapid assembly of enough students to start a class**
- **BITS becomes SOF Teletraining System (SOFTS) and Broadband Language Training System at DLI**

SOFTS Arabic Pilot Results

5.2-Month Arabic SOFTS: 2 Classes of USAR Students at home, Finish May 04 (NOTE: conducted on 0+/0+ standard)										
Grade	Name	Converted Listening	DLPT Listening	Converted Reading	DLPT Reading	OPI Speaking	DLAB	GT	ST	Locs.
	AVERAGE:	27	0+	29	0+	1+				
E5	1	29	0+	29	0+	1		112	110	Charlotte, NC
O4	2	35	1	36	1+	1		118	127	Lexington, SC
E5	3	20	0	22	0	0+		108	113	Beaufort, SC
O2	4	24	0	28	0+	0+		111	126	Wilmington, NC
	Teacher	NA		NA						Morrisville, NC
	AVERAGE:	21	0	22	0	1+				
O3	5	17	0	18	0			107	108	Columbia, SC
E4	6	24	0	21	0			118	102	Sumter, SC
E5	7	23	0	26	0+			130	128	Columbia, SC
O4	8	21	0	23	0			NA	NA	Fayetteville, NC
	Teacher		NA		NA					Southern Pines, NC

- **Training conducted using an 0+/0+ based curricula**
- **Arabic Classes graduating from USAJFKSWCS graduated at or above 90% 0+/0+ averaged 1+ to 2**

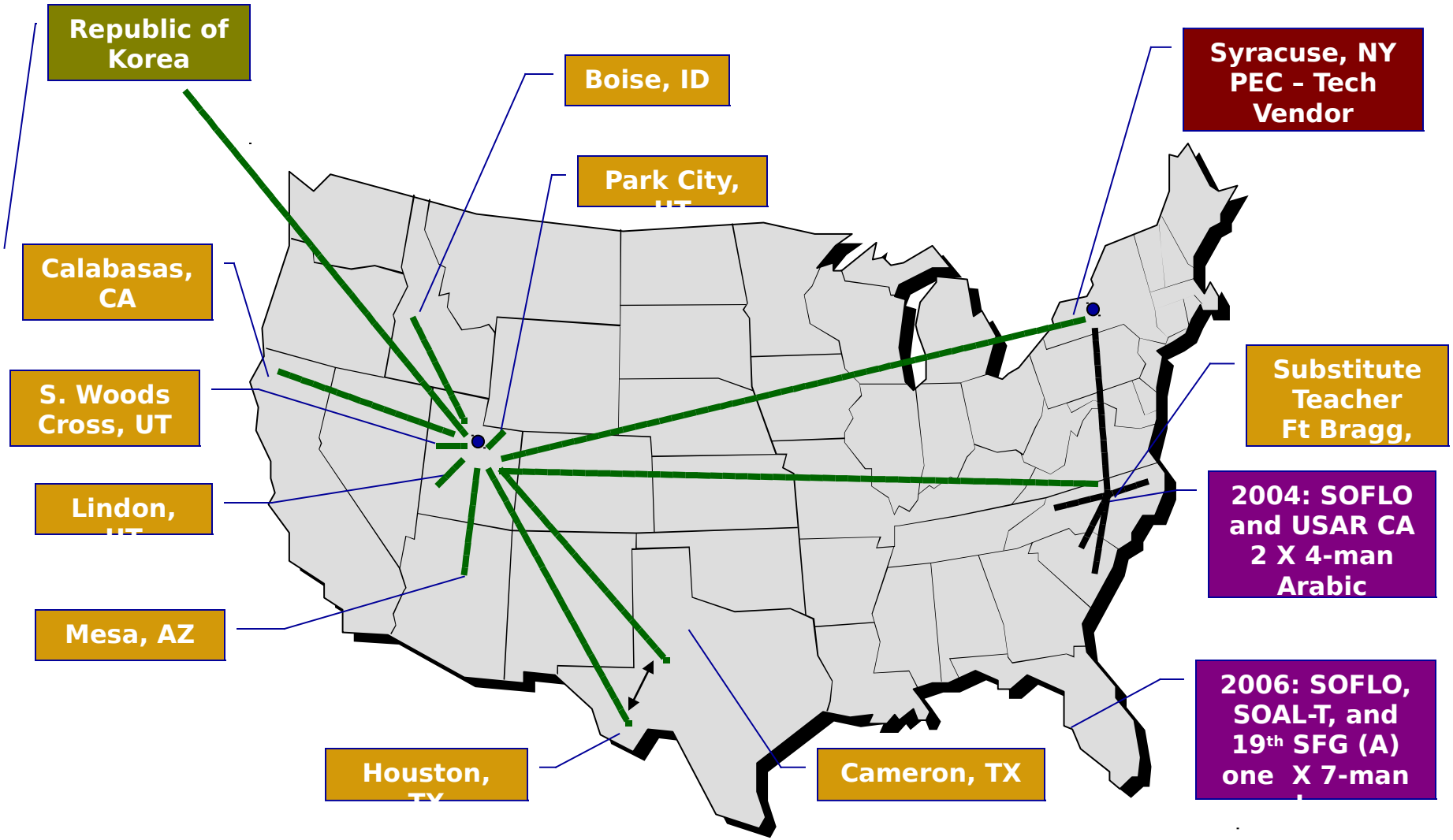
SOFTS Lessons Learned

- **Instructor selection is critical**
  - Need training and certification on the technology
  - Great classroom instructor may not be great in virtual classroom
- **Student selection**
  - Must be mature
  - Must be able to “PC” all day for full time courses
  - Need training and certification on the technology
  - If training at home—student selection should consider level of distractions at home
- **Each class must have a website to share documents**
- **Must have a School Policy: What happens if I miss a week? How do I catch up? Dismissal, etc.**
- **Training materials**

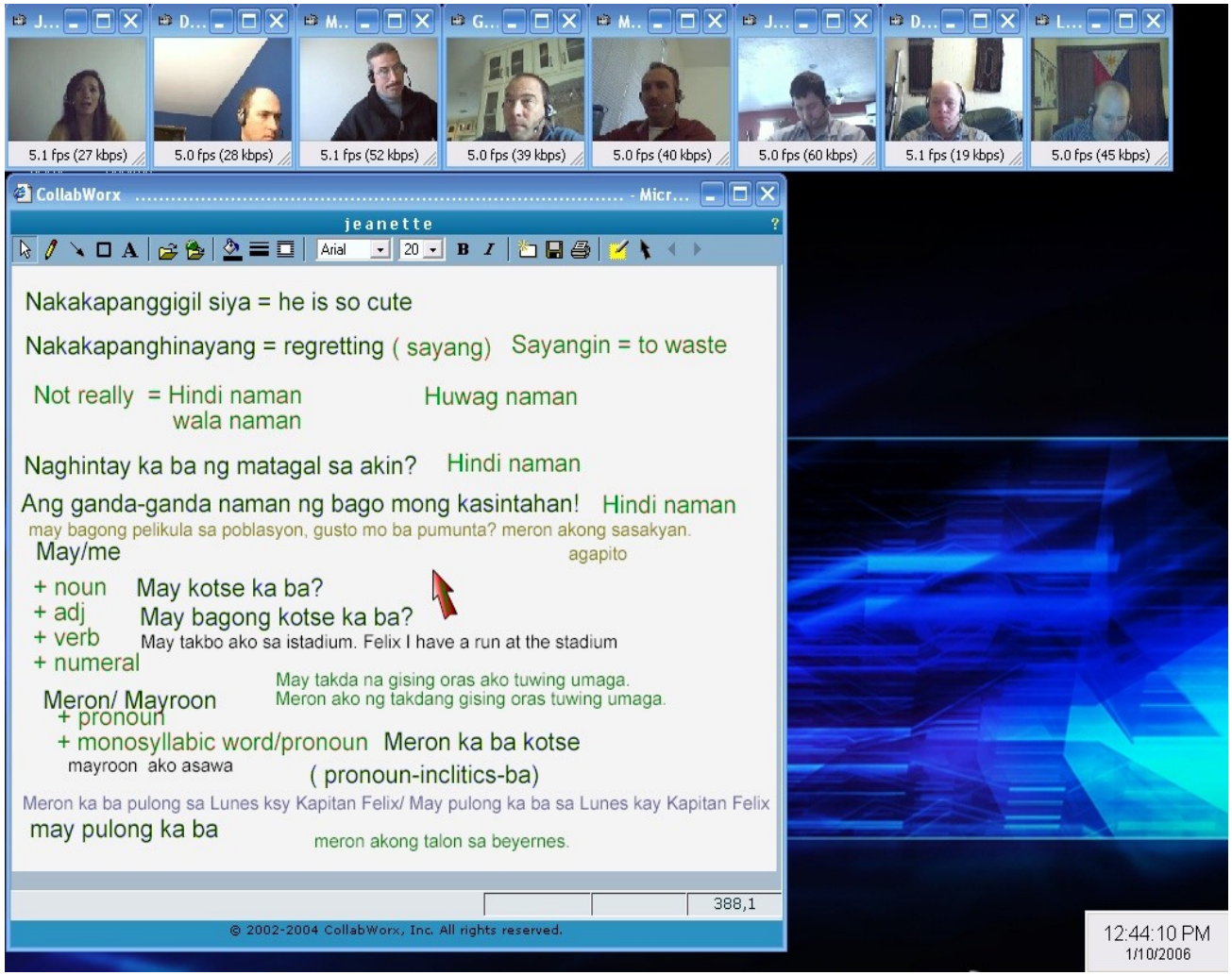
SOFTS Lessons Learned

- **Student and Instructor supervision—contractor and CLPM need visibility (get your DOD GIG waiver now!!)**
- **Testing—plan ahead**
- **For RC SOF plan ahead for Mob/De-mob, 179-day call up ≠ 25.2 training weeks, does = 22.2**
- **Can reduce per/student cost by:**
  - **many personnel already own PC/lap top**
  - **Some personnel already have broadband**
  - **Broaden "the market" by keeping it joint, training other subjects, etc. to leverage fixed costs**
- **Need effective technology train up**

Arabic 2004 and Tagalog 2006



Special Operations Forces Teletraining Systems (SOFTS)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jeanette
Nakakapanggigil siya = he is so cute
Nakakapanghinayang = regretting (sayang) Sayangin = to waste
Not really = Hindi naman
wala naman
Huwag naman
Naghintay ka ba ng matagal sa akin? Hindi naman
Ang ganda-ganda naman ng bago mong kasintahan! Hindi naman
may bagong pelikula sa poblasyon, gusto mo ba pumunta? meron akong sasakyan.
May/me
agapito
+ noun May kotse ka ba?
+ adj May bagong kotse ka ba?
+ verb May takbo ako sa istadium. Felix I have a run at the stadium
+ numeral
May takda na gising oras ako tuwing umaga.
Meron ako ng takdang gising oras tuwing umaga.
Meron/ Mayroon
+ pronoun
+ monosyllabic word/pronoun Meron ka ba kotse
mayroon ako asawa
(pronoun-inclitics-ba)
Meron ka ba pulong sa Lunes ksy Kapitan Felix/ May pulong ka ba sa Lunes kay Kapitan Felix
may pulong ka ba
meron akong talon sa beyernes.
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Quick Facts

- Tagalog Initial Acquisition for an ODA about to deploy on GWOT
- 7 ARNG SF NCOs
- Students: Utah, Arizona, California, Texas, and Idaho
- Instructors: Seoul, ROK; Ft. Bragg, NC
- 5 Days/Week
- 7 Hours/Day
- Tutoring on Sat.
- 19th SFG & USASOC CLPMs connected

SOFTS Tagalog Pilot Results

6-Month Tagalog SOFTS Course at Various Locations, Finish Apr 06 (NOTE: conducted on 1/1/1 standard)										
Grade	Name	Converted Listening	DLPT Listening	Converted Reading	DLPT Reading	OPE Speaking	DLAB	GT	ST	Locs.
	AVERAGE:	38	1+	41	2	1+				
SFC	1	42	2	44	2	2	NA	NA	NA	Park City UT 84060
SGT	2	43	2	43	2	1+	NA	NA	NA	Boise ID 73704
SFC	3	38	1+	42	2	2	NA	NA	NA	Houston, then Cameron TX
SFC	4	36	1+	39	1+	1	NA	NA	NA	Lindon UT 84042
SFC	5	30	1	37	1+	1	NA	NA	NA	Calabasas CA 91302
SSG	6	41	2	43	2	2	NA	NA	NA	Mesa AZ 85210
SFC	7	38	1+	42	2	2	NA	NA	NA	South Woods Cross, UT
	Teacher			NA		NA				Republic of Korea
	Substitute Teacher			NA		NA				Ft Bragg, NC

- **Training conducted using a 1/1 based curricula**
- **Recent Tagalog Classes graduating from USAJFKSWCS averaged 1**
- **Students 6 and 7 had previously gotten 0+ to 1 Tagalog training**

SOFTS Tagalog Pilot Costs

Cost Comparison for 6-month ILR-1 Producing Course

EXPENSE ITEM	SOF TS Actual: 1 instr/7 students	Resident TDY (students TDY to Unit Calss room)	Resident PCS (students at Ft Bragg PCS)
Per diem (Salt Lake City $132/day X 179days X 7 students)	$0	$139,889	$0
Travel	$0	$22,728	$0
Class Room (assume room available at unit/school)	$0	$0	$0
SOFTS Tech(PCs, cable, server, software)	$75,200	$0	$0
Instructor (Contract instr for 25 weeks @40 hrs/week@$54/hr)	$54,000	$54,000	$54,000
Tutor (Contract instr for 25 weeks @8 hrs/week@$54/ho)	$10,800	$5,400	$5,400
Courseware/materials @250/student + Instructor	$2,000	$2,000	$2,000
Subjective Cost: time away from home		**NO**	**YES**
TOTAL	**$142,000**	**$224,017**	**$61,400**
Cost per student	$20,285.71	$32,002.37	$8,771.43
	SOF TS	**Resident TDY**	**Resident PCS**

LESSON: costs per student must be taken in context – many are sunk costs so, more students = lower cost/student and fewer students = higher cost/student.

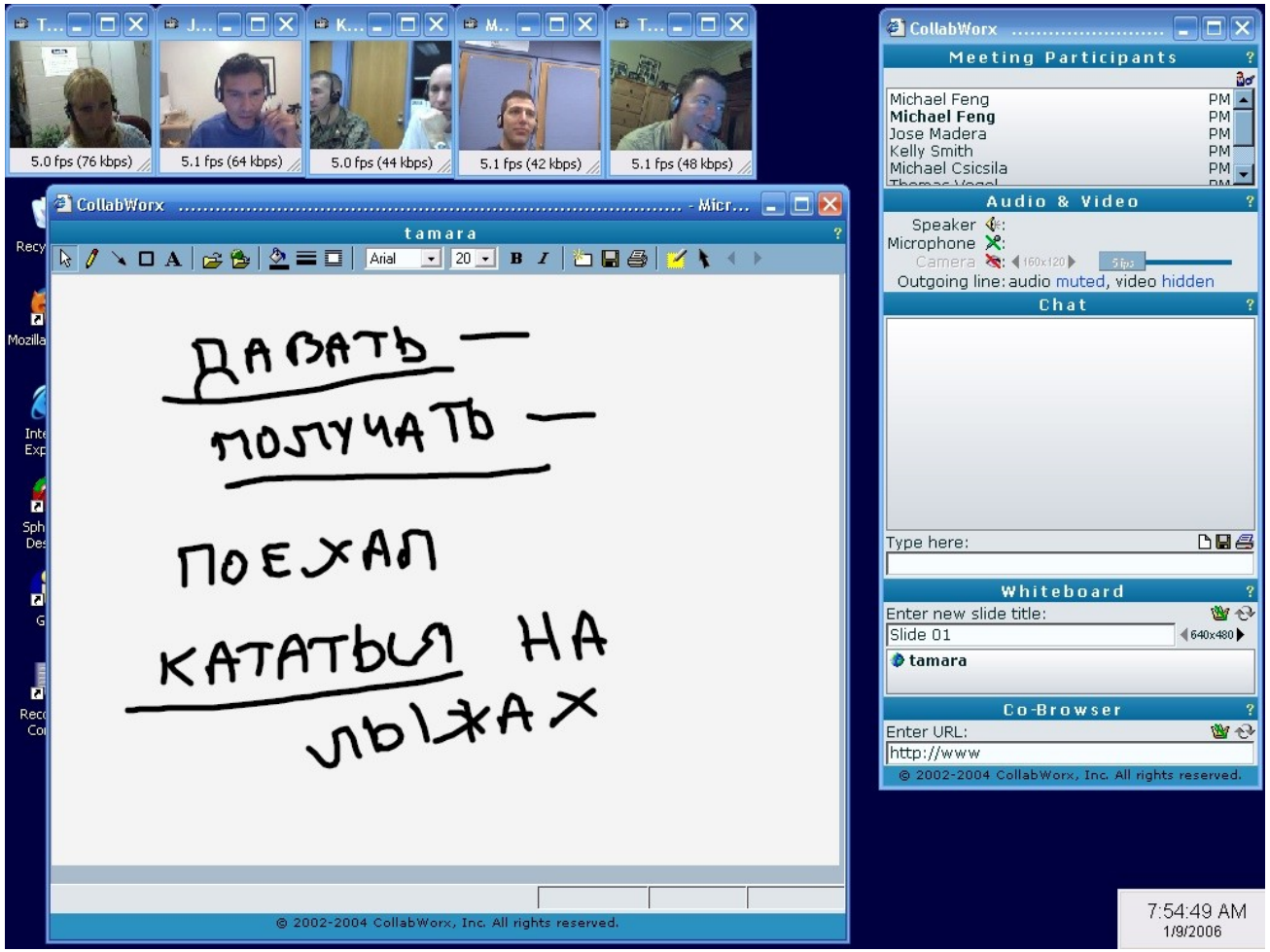
SOFTS Lessons Learned

- **Need a “principal”**
  - **Monitor behavior**
  - **Monitor instructor sufficiency**
  - **Expedite solutions**
- **Training in unit group provides chain of command and additional motivation**
- **Per student price does drop as more classes are added**
- **Need telephonic oral evaluation for non-beginner students to place them and there may still be migration after class start**

SOFTS Indonesian Pilot Results

4-Month Indonesian SOFTS Course, vic. Ft Lewis, Finish Jul 06 (NOTE: conducted on 1/1/1 standard)										
Grade	Name	Converted Listening	DLPT Listening	Converted Reading	DLPT Reading	ACTFL OPI Speaking	DLAB	GT	ST	Lang source / Locs.
	AVERAGE:	37	1+	45	2+	1				
E7	*Bob 97E	44	2	48	2+	1+	117	NA	NA	2/2 DLI Korean grad / Spanaway, WA
E4	Eric 97B	41	2	47	2+	1	NA	NA	NA	NA / Barracks Ft Lewis, WA
E7	Dan 18B	32	1	45	2	1	NA	NA	NA	0+/0+ Spanish J FKSWCS / home WA
E3	Matt 97B	31	1	41	2	1+	110	NA	NA	NA / Barracks Ft Lewis, WA
	Teacher		NA		NA					Ft Carson, CO
	Substitute Teacher			NA		NA				Ft Carson, CO & Ft Bragg, NC

Special Operations Forces Teletraining System (SOFTS)



Quick Facts

- Russian and French
- 4 RU and 3 FR Students – Majors attending CGSC at Fort Leavenworth
- Student Locations: Homes near Ft. Leavenworth, KS
- Instructor Location: Fort Bragg, NC
- 7 months
- 3 Days/Week
- 2 Hrs/Day

SOFTS Sustainment Pilot Results

Russian						
	Before SOFTS			After SOFTS		
Student	L	S	R	L	S	R
R1	0+	0+	0+	1+	2	1
R2	0+	0+	0+	-	-	-
R3	0+	0+	0+	1	-	0+
R4	0	0	0	2	-	2

French						
	Before SOFTS			After SOFTS		
Student	L	S	R	L	S	R
Fr1	0	0	0	1	1	1
Fr2	0	0+	0	1	1	1
Fr3	0	0	0	1+	-	2+

- **Joint class Army, Air Force, and Marine**
- **All were students at the Army's Command and General Staff College**
- **Madera's results were primarily due to him. He deployed once to Pakistan and once to SOUTHCOM during class.**

Past Training Initiatives

- **Arabic (2 classes, 8 students)**
  - 5 days a week, 8 hrs per day, Dec 03 – May 04
- **Russian (1 class, 4 students)**
  - 3 days a week, 2 hrs per day, Aug 05 – May 06
- **Tagalog (1 class, 7 students)**
  - 5 days a week, 7 hrs per day, Sep 05 – Apr 06
  - Additional Tutoring – 3hrs Sat, 2hrs before class
- **French (1 class, 3 students)**
  - 2 days a week, 2 ½ hrs per day, Sep 05 – May 06
- **Indonesian (1 class, 4 students)**
  - 5 days a week, 7 hrs per day, Mar 06 – Jul 06
  - Additional Tutoring – 3hrs Sat, 2 hrs before class

Current Training Initiatives

- **Tausug (1 class, 8 and then 4 students)**
  - **5 days a week, 7 hrs per day, Dec 06 – Apr 07**
  - **Additional Tutoring – 3 hrs Sat, 2 hrs before class**
- **French (4 Classes, 17 students)**
  - **3 days a week, 2 hrs per day, Dec 06 – Apr 07**
- **Spanish (6 Classes, 32 students)**
  - **3 days a week, 2 hrs per day, Feb 07 – Jun 07**
- **Arabic (5 Classes, 28 students)—video clip**
  - **3 days a week, 2 hrs per day, Feb 07 – Jun 07**
- **Indonesian (1 class, 4 students)**
  - **5 days a week, 7 hrs per day, Feb 07 – Jun 07**
  - **Additional Tutoring – 3hrs Sat, 2hrs before class**

SOFTS Vision

- **SOF operators log-on to SOFTS web portal**
  - **enter language needed and current proficiency**
  - **times they are available to “attend” training**
- **Portal coordinator assembles students into a class, gets approval/funding, obtains instructor, distributes materials, checks connectivity**
- **Acquisition, sustainment, enhancement**
  - **OPI/DLPT prep and remedial training**
  - **Dialect training for pre-deployment**
  - **Approaching – anywhere, any time**
  - **Train in “The Box”?**

SOFTS Vision

- **Expand ways to cut cost**
  - **Military or students' PCs and internet connection**
  - **Leverage down time of full time instructors**
  - **Integrate tutorial materials**

Joint use contract-units pay as their individuals go

- **Learning Management System (LMS)**
  - **Track progress on assigned e-homework**
  - **Track student/teacher certification on system by version**
- **DOD LANS**
  - **Need to be certified for use on LANs**
  - **Use off peak hours to control impact on band width**

SOFTS Vision

- **Blended ADL**
  - Add more formal, asynchronous content
  - Can one instructor teach two classes simultaneously?
  - Integrate beginner and advanced classes for specific exercises and activities
- **Trial run with other training?**
  - PME ICW Leavenworth?
  - SOF Medical certification / mandatory periodic training

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QUESTIONS?

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